



Time Management

Working Smarter to Enhance Productivity & Reduce Stress

NC DOT - Public Transportation Division
Connecting for Success: Training Conference
Tuesday, September 26, 2017 – 4:00 – 5:00 PM



OBJECTIVES



At the end of this presentation, you will be better able to:

- Identify “time thieves” within the workday
- Enhance individual and team productivity
- Improve the way you use your time
- Reduce individual and team stress

What IS Time Management?

Time management is the process of organizing and planning how to divide your time between specific activities and tasks. Effective time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress for you and your team.



Time Management: Activities vs. Results

Time management is an assessment of how much time you spend on tasks and activities:

- High achievers take a disciplined approach with their time
- Effective time management requires a shift in focus from **quantity of activities to quality results**



How Well Do You Manage Your Time?

- Take 5 mins. to complete a **Daily Schedule Worksheet**
- Share with a partner
- Provide feedback on partner's worksheet



Time Management Keys

- Goal setting
- Prioritization
- Managing Interruptions
- Procrastination
- Scheduling



Goal Setting

Effective Time Management & Goal Setting:

- Set **goals that motivate** you – write down **WHY** goal is important | identify urgency
- Set **goals in writing**: Frame goal statement in the positive. *“I will provide feedback my team can use.”*
- **Make an Action Plan...Stick to It!**





S

- **SPECIFIC**

- Define the goal as much as possible with no unclear language
- **Who** is involved, **WHAT** do I want to accomplish, **WHERE** will it be done, **WHY** am I doing this – reasons, purpose, **WHICH** constraints and/or requirements do I have?

M

- **MEASURABLE**

- Can you track the progress and measure the outcome?
- How much, how many, how will I know when my goal is accomplished?

A

- **ATTAINABLE/ACHIEVABLE**

- Is the goal reasonable enough to be accomplished? How so?
- Make sure the goal is not out or reach or below standard performance.

R

- **RELEVANT**

- Is the goal worthwhile and will it meet your needs?
- Is each goal consistent with the other goals you have established and fits with your immediate and long term plans?

T

- **TIMELY**

- Your objective should include a time limit. Ex: I will complete this step by month/day/year.
- It will establish a sense of urgency and prompt you to have better time management.

Goal Setting Data

- Set a goal: 6-8%
- Set a goal and write it down: 25-30%
- Set a goal, write it down, and verbally share it with others: 55-60%
- Set a goal, write it down, verbally share it with others, and have an accountability partner: 85%+

Prioritization

- Tackle most important, high value tasks first
- Ensure team alignment – reduce duplication of efforts & team frustration
- Carry out all necessary tasks.
- Reduce time wasted on trivial tasks.
- Avoid stress from large numbers of unimportant tasks.
- Keeps your focus!



Managing Interruptions

Interruptions are natural and expected...



DISTRACTION
JUST ANOTHER MEANINGLESS MESSAGE TO KEEP
YOU FROM PAYING ATTENTION TO ALL OF THE ISSUES THAT REALLY MATTER

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Managing Interruptions



Table Discussion

- Flipchart your **top 3** workday interruptions
- List best practices to manage interruptions
- Large group check-in

Managing Interruptions

Interruptions are natural and expected:

- **Divide workday into time zones**
 - Email management – use flags, files, To-Do, Later date
 - Call – No Call – specify times to make & return calls
 - Meetings – set parameters around participation
 - “Monk Mode” – dedicated calendar time w/no interruptions
- **Enlist support**
 - Ask staff to keep you on task and oversee calendar & work zones
 - Use mobile devices & custom software
 - “Ask questions BEFORE committing your time”

Procrastination

- We procrastinate when we put off things that we should be focusing on right now, usually in favor of doing something that is more enjoyable or that you're more comfortable doing.
- Procrastination can cause stress & health issues



OVERCOMING PROCRASTINATION

PROCRASTINATION IS THE ACT OF PRIORITIZING LESS URGENT AND MORE PLEASURABLE TASKS OVER THE MORE IMPORTANT STUFF. YOU PROCRASTINATE BECAUSE YOU FEAR DOING SOMETHING, BECAUSE OF UNREASONABLE EXPECTATIONS, OR BECAUSE YOU HAVEN'T GENERATED ENOUGH REASONS TO GET THE JOB DONE.

ACTIONABLE IDEAS:

- 💡 SET SPECIFIC, MEASURABLE, AND REALISTIC GOALS.
- 💡 DEVELOP A REWARD SYSTEM.
- 💡 CREATE SEVERE PENALTIES FOR PROCRASTINATING.
- 💡 MINIMIZE ALL DISTRACTIONS.
- 💡 START SMALL THEN BUILD MOMENTUM OVER TIME.
- 💡 WORK IN 25MIN INTERVALS.



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What are Drawbacks & Benefits of Procrastination?...



Scheduling

- ❑ Effective time management is based on time spent scheduling your time.
- ❑ Set priorities that include work tasks, staff and personal times.
- ❑ Schedules must include “wiggle room” for “brush fires”, emergency requests, interruptions, grantee & staff needs, etc.
- ❑ Identify “protected time”



Time Wasters

- No schedule or To-Do List
- Too many meetings
- Disorganized meetings
- Ambiguous communications
- “Missing Persons” – needed to resolve issues but unavailable
- Interruptions...more interruptions



Negative Impact of Poor Time Management

- Personal & team stress
- Unhealthy habits
- Misaligned, frustrated teams
- Deadlines & requirements missed
- Dissatisfied internal & external customer – “nothing gets done”
- Federal, state & local governments impacted, possible funding impact



Time Management: Benefits & Consequences

Benefits

- ❑ Greater productivity and efficiency.
- ❑ A better professional reputation.
- ❑ Less stress.
- ❑ Increased opportunities for advancement.
- ❑ Greater opportunities to achieve important life and career goals.

Consequences:

- ❑ Missed deadlines.
- ❑ Inefficient work flow.
- ❑ Poor work quality.
- ❑ A poor professional reputation and a stalled career.
- ❑ Higher stress levels.

Feed Forward: Time Management Tips

- Jot down your biggest time management challenge/issue.
- Get advice from as many people as possible in 5 mins.
- Do not evaluate the advice. Just write it down.
- Others empowered as we are empowered.



**YOU CAN'T
DO BIG
THINGS IF
YOU'RE
DISTRACTED
BY SMALL
THINGS**

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Thank You!



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